

# Apeiria Website: Privacy Policy and Terms & Conditions

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## 1. General Privacy Policy

At Apeiria, your privacy is our priority. We are committed to protecting your personal data and ensuring transparency in how we collect, use, and share it.

### Data We Collect

- Name, email, phone number, address
- Payment information (processed securely via third-party gateways)
- IP address, browser information, cookies

### How We Use Your Data

- Process bookings, payments, and deliveries
- Improve user experience and customer support
- Marketing and promotional communication (with consent)

### Data Security

We use SSL encryption and partner with trusted payment processors (e.g., Razorpay, Stripe) to secure your information.

### Third-Party Services

We may use third-party plugins or services (e.g., payment gateways, analytics, shipping APIs), each governed by their own privacy policies.

### User Rights

- Right to access and correct your data
- Right to withdraw consent
- Right to request deletion of data

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## 2. Payment Policy

### Accepted Methods

- Razorpay (Domestic INR)
- Stripe (International Payments)

### Security

Payments are processed via secure, PCI-DSS compliant platforms. Apeiria does not store your card information.

### Refunds & Cancellations

- Partial refunds allowed for cancellations made 48 hours before service delivery.
- No refunds on digital downloads or same-day service bookings.

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## 3. Shipping Policy

### Shipping Zones

- Bangalore (Local)
- Rest of Karnataka
- Pan India
- International (for merchandise only)

### Shipping Charges

- Based on product/service class and region
- Shown at checkout before final payment

### Delivery Timelines

- Local (1–2 business days)
- Pan India (3–7 business days)
- International (7–14 business days)

### Shipping Partners

We use trusted logistics providers and tracking is shared post-order.

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## 4. Submenu-Specific Privacy & Terms

### A. Photography Services

- All client data (images, event details) is stored securely and shared only with consent.
- We retain edited files for 1 year for backup and reprints.
- Usage of photos for our portfolio or marketing is only after client approval.

### B. Videography Services

- Raw footage stored for 3 months, final videos for 1 year.
- Client consent required for public sharing.

### C. Event Management

- Personal data collected during bookings is used solely for event execution.
- All third-party vendors are under confidentiality agreements.

### D. Printing Services

- Client files are deleted within 15 days after order delivery.
- We never share designs or templates without written permission.

### E. Outdoor Advertising

- Location-based data used for campaign planning is anonymized.
- Photos/videos of advertisements are used for Apeiria's portfolio with discretion.

### F. App-based Bookings

- Location and service usage data is used to improve recommendations.
- OTP-based authentication used for booking confirmation and safety.

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## 5. Terms and Conditions

### Bookings & Orders

- Bookings confirmed only after advance payment (30–50% depending on service)
- Balance due upon completion/delivery.

## **Liability**

- Apeiria is not liable for delays due to natural disasters, strikes, or third-party service failures.

## **User Conduct**

- Users agree not to misuse the platform, abuse services, or infringe on copyrights.

## **Intellectual Property**

- All content on apeiria.in is owned by Apeiria unless stated otherwise.
- Reuse or reproduction without permission is prohibited.

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## **6. Contact Us**

For queries regarding this policy:

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